

Job Description

Job title	Business Change Manager
Department	Information & Digital Group > Portfolio Delivery > Business Change Team
Grade	7

Job purpose (a brief summary of the role)	As a Business Change Manager within the Information and Digital Group (IDG), you will play a key role in delivering the University of Warwick's Online Programme Management (OPM) initiative, a major transformation supporting the University's online learning strategy and the development of high-quality digital education. Working at the forefront of early-stage programme delivery, you will focus on supporting people through change, ensuring that new ways of working are effectively adopted and embedded. You will act as a strong advocate for the 'voice of the customer', you will ensure that operational needs and challenges are understood, and that any barriers to success are proactively identified and addressed with practical solutions. You will work collaboratively with multidisciplinary delivery teams to drive meaningful engagement, support effective implementation, and contribute to the successful realisation of benefits. You will be responsible for leading business change activities with senior stakeholders, academic departments, and professional services to bring clarity, structure, and momentum to a high-profile transformation programme. This role offers a unique opportunity to influence how online and digital education is designed and delivered at Warwick, particularly suited to individuals who thrive in ambiguity and can operate effectively at both strategic and operational levels.
Duties and responsibilities	1. Lead early stakeholder engagement activities, identifying benefits for the change, impacted groups and shaping approaches to support successful delivery of the OPM transformation programme. 2. Advise delivery teams on stakeholder engagement and communications, ensuring clarity on how roles, behaviours, and ways of working will change. 3. Work closely with impacted teams to understand operational impacts, proactively identifying risks and issues and recommending practical mitigation actions. 4. Work closely with third-party suppliers and partners to ensure solutions meet business needs and align with programme objectives.

	5. Develop and deliver comprehensive change plans that maximise the likelihood of successful and sustainable change. 6. Facilitate workshops and engagement activities with diverse stakeholder groups to bring the whole university community together to support the transition to scalable and sustainable online education delivery. 7. Design and deliver tailored communication plans that clearly and sensitively articulate the impact of change on people, processes, and systems. 8. Develop and oversee the delivery of training plans, ensuring colleagues have the knowledge and confidence required to adopt new ways of working. 9. Support the production of clear and effective Standard Operating Procedures (SOPs) and supporting guidance documentation. 10. Provide support for organisational readiness, acting as a key interface between delivery teams and users, gathering feedback and addressing early issues. 11. Engage with senior stakeholders to communicate change impacts, champion benefits, and ensure alignment with strategic priorities. 12. Lead evaluation and continuous improvement activity, using feedback, performance data, and lessons learned to refine approaches and enhance outcomes during the delivery. 13. Self-managing, taking action to deal with problems that arise and provide innovative solutions that align to the overall vision for the change whilst being practical and cost effective.
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Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	A degree in a relevant discipline or equivalent professional experience, including experience in a business change role.	A
E2	Proven ability to translate strategic, process, and system requirements into plans for change implementation.	A
E3	Experience in designing and improving workflows and processes collaboratively by resolving any conflict between users, suppliers, and stakeholders.	A
E4	Demonstrable experience of delivering digital change, with the ability to communicate complex concepts clearly to non-specialist audiences.	A
E5	Experience in planning, designing, facilitating, and documenting workshops and improvement activities, and communicating outcomes effectively.	A
E6	Strong project management capability, including planning, stakeholder management, benefit realisation, progress and risk management.	A & C
E7	Excellent written and verbal communication skills, with the ability to influence, negotiate, and engage a range of stakeholders.	A & D
E8	Strong interpersonal skills, with a proven ability to build effective relationships across diverse teams, departments, and roles.	C & D
E9	Highly developed analytical and critical thinking skills, with the ability to solve complex problems.	C & D
E10	Resilience and the ability to work effectively in ambiguous and complex environments.	C
E11	Ability to absorb complex information from multiple sources and distil it into clear change messages and concise calls to action.	C
E12	Understanding of how individuals and organisations experience change, with the ability to apply strategies to support successful adoption.	C
E13	Strong organisational skills, with the ability to prioritise, manage multiple tasks, and meet deadlines.	C

Desirable Criterion No.	Desirable Criterion Description	Measured by
D1	Project management or change management qualifications	A
D2	Knowledge of process improvement techniques	A
D3	Understanding of the university environment, including the roles and responsibilities of different staff groups, and empathy for the experiences of staff and students.	A